



HOUZAI Matthieu

13/04/1985

CONTACT

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🌐 43 rue Oberkampf,
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LANGUAGES

French - Mother tongue

English - Fluent

German - Basics

Russian - Basics

Spanish - Basics

IT SKILLS

Pack office (Word, Excel, PowerPoint), Micros, Opera, Material Control, Lotus notes, Outlook.

SPORTS

Badminton

Tennis

HOBBIES

Travels, music, cinema.

GENERAL MANAGER

Customer-focused, diligent General Manager, with a breadth of experience managing Five-star resorts across the world. Recognised for driving levels of customer satisfaction and optimising profitability by implementing new process and developing cultures of service excellence. Passionate about improving the customer experience and facilitating memorable guest experience.

WORK / TRAINING EXPERIENCES

February / August 2022 - Hôtel Loisium Champagne Mutigny, France

4 stars hotel in Mutigny (51). 101 rooms & suites, 1000m² spa club with an outdoor pool and conference rooms up to 140 participants.

-General Manager: Supervision and management during the construction period of the hotel. Development of the new brand in France. Recruitment and management of 85 employees.

July 2019 / January 2022 - Hôtel de Pourtalès Paris, France

Luxury Private hotel in the heart of Paris. 11 luxury suites for a very upscale and confidential clientele. 24-hour butler service.

-General Manager: Supervision and management of 9 months of work then reopening of the hotel. Positioning of the brand in the ultra-luxury segment, development of the new brand, customer portfolio and turnover.

April 2018 / November 2018 - Hôtel du Collectionneur 5*, Paris, France (5 Arc de Triomphe de France)

Hôtel du Collectionneur 5* Arc de Triomphe, Paris.

Biggest 5 stars hotel in France, 21st Best Luxury Hotel in Paris – Condé Nast Traveller, the Gate Collection Group; 487 rooms and 70% occupancy in 2018

-Front of the House Director: member of the Management Committee, direct management of 64 employees: 7 Guest Relation Managers, 30 Front Office Managers, 9 Chefs Concierges Golden Keys and 18 Chefs Bagagistes.

Optimization of rooms' revenue, in charge of rooms P&L and improvement of guest experience through the implementation of action plans.

December 2016 / March 2018 - Hôtel de l'Arcade, Paris Madeleine, France

Discreet and elegant boutique hotel of 41 rooms, 7 apartments and 3 meeting rooms, a few steps away from Madeleine Square.

-Hotel Manager: acting General Manager and maximizing the overall revenue while controlling departmental expenses. Implementation of a yield strategy to maximise the revenue, 10 points increase on the revenue between 2016 and 2017 and improvement of Trip Advisor ranking from 670 to 285 out of 1800 hotels in Paris. Reporting to Swiss owners having 3 hotels in Paris.

May 2014 / May 2016 - Sofitel Krabi Phokeethra, Krabi, Thaïlande

Luxury 5-star hotel, Excellence Certificate TripAdvisor 2013.

276 rooms and suites, 1 spa, 4 restaurants, 1 bar, 1 golf and 4 meeting spaces

-Senior Director of Rooms: responsible for delivering financial and qualitative results for the department, helping to define and implement hotel strategy and helping employees (110 people) to improve their skills and provide support for career development.

Also responsible for optimizing the hotel's occupancy rates and developing associated services, drawing up the annual budget for the department and following up implementation, analysing financial results and taking corrective measures as necessary throughout the year, and implementing the rooms pricing policy to optimize REVPAR.

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EDUCATION

August 2006 / December 2006 &
August 2007 / December 2007

*Glion Institute of Higher
Education, Glion, Switzerland*

Postgraduate Diploma in
Hospitality Management

September 2005 / June 2006
*Coventry University, Coventry,
England*

BA General (Business
Management)

September 2003 / June 2005
*University of Technology, Reims,
France*

DUT GEA (Business
Management)

September 2000 / June 2003
*Saint Joseph High School, Reims,
France*

General Baccalaureate
(economics series),
distinction « AB »

February 2012 / May 2014 - Sofitel Casablanca Tour Blanche, Casablanca, Maroc

*Luxury 5-star hotel, Excellence Certificate TripAdvisor 2013, Referenced
"Virtuoso", Hotel ranked 1st on TripAdvisor, Booking, Expedia in Casablanca
171 rooms and suites, 1 spa, 2 restaurants, 1 bar and 5 meeting spaces.*

-Pre opening of the hotel: implementation of « books of universe »
(screenwriting guest experience) for different departments. Implementation of
Front Office procedures, standards, recruitment and staff training.

-Front Office Manager: responsible for Front office team (receptionists, night
auditors, concierges, bellmen, doormen, drivers, PBX agents, guest relations
agents: 35 team members).

- Greeting VIP and regular guests: ensuring high quality of service at all times.

- Acting as Manager on duty during the week.

- Monitoring guest satisfaction through various tools (TripAdvisor, booking,
guest satisfaction survey).

- Performance management of the Sofitel Ambassadors.

- Promoting Accor's Guest Loyalty Program (« Le Club »).

March 2011 / November 2011 - Sofitel Oguzkent, Ashgabat, Turkmenistan

*Largest 5-star hotel complex in Central Asia, 299 rooms and suites, 1 spa, 3
restaurants, 1 bar, 1 nightclub and 9 meeting spaces.*

-Pre-opening of the hotel: implementation of Front Office procedures,
standards, recruitment and staff training.

-Night Director: in charge of managing hotel operations, responsible for night
staff (receptionists, bellmen, doormen, concierges, drivers, night auditors, PBX
agents...: 50 team members).

July 2010 / February 2011 - Four Seasons Provence

@ Domaine de Terre Blanche, Tourrettes, France

-Cross training in finance (income audit, credit management).

February 2008 / June 2010 - Four Seasons Provence

@ Domaine de Terre Blanche, Tourrettes, France

Assistant Director of Purchasing: Purchases in the year : 8 000 000 euros

Management of purchases with the head office and budgets of every
department.

December 2006 / June 2007 - Bora Bora Lagoon Resort (Orient Express), Bora Bora, Polynésie Française

- Cost controller trainee.

- Controlling revenues of the hotel and check night audit reports.

- Implementation of the par stocks in the different sales points.

- Managing the inventory stock and compliance of invoices.

July & August 2005 - Hôtel Prince de Galles (Starwood), Paris, France

- Purchasing Assistant, stock management and preparation of orders.

April 2005 / June 2005 - Hôtel Prince de Galles (Starwood), Paris, France

- Trainee in the catering department : greeting guests and events coordinator.

2000 / 2006 (summer jobs)

- Waiter in one star Michelin restaurant, maître d'hôtel at Menetou Salon Castle.